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CAMPBELL STEPHENSON LLP			REFAI, RAMSEY	
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Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No.	Applicant(s)
	09/823,769	ANNADATA ET AL.
Examiner	Art Unit	
Ramsey Refai	3627	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) Responsive to communication(s) filed on 29 August 2007.
- 2a) This action is **FINAL**. 2b) This action is non-final.
- 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) Claim(s) 2,5-21,24-34 and 37-60 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) Claim(s) _____ is/are allowed.
- 6) Claim(s) 2,5-21,24-34 and 37-60 is/are rejected.
- 7) Claim(s) _____ is/are objected to.
- 8) Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) The specification is objected to by the Examiner.
- 10) The drawing(s) filed on _____ is/are: a) accepted or b) objected to by the Examiner.
 Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
 Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) All b) Some * c) None of:
 1. Certified copies of the priority documents have been received.
 2. Certified copies of the priority documents have been received in Application No. _____.
 3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) Notice of References Cited (PTO-892)
- 2) Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) Information Disclosure Statement(s) (PTO/SB/08)
 Paper No(s)/Mail Date 07/05/07.
- 4) Interview Summary (PTO-413)
 Paper No(s)/Mail Date. _____.
- 5) Notice of Informal Patent Application
- 6) Other: _____.

DETAILED ACTION

Response to Amendment

Responsive to Amendment filed August 29, 2007. Claims 2, 11, 13, 15, 18-19, 21, 30, 32, 34, 38-43, 45-49, 49, 52-53 and 55 have been amended. Claims 56-60 are new. Claims 2, 5-21, 24-34, and 37-60 are pending examination.

Response to Arguments

1. Applicant's arguments have been fully considered but they are not persuasive.
 - In the remarks, the Applicant argues in substance:

Argument A: Dilip et al fail to teach a configurable communication server configured to communicate, in a media-independent manner, via a media-specific communication channel using a corresponding channel driver associated with said communication channel, wherein the communication server is configured to communicate independently of a media type of the communication channel.

In response, the Examiner respectfully disagrees. Dilip et al's transaction controller, which processes a plurality of transaction types, including real time and non real time transaction meets the scope of the claimed *a configurable communication server configured to communicate, in a media-independent manner and wherein the communication server is configured to communicate independently of a media type of the communication channel*. The transaction controller is independent of any particular media type (column 6, lines 21-38). Dilip et al also teach *a media-specific communication channel using a corresponding channel driver associated with said communication channel*. Dilip et al teach that the transaction processing system is configured to handle specific transaction types. An interface controller controls the various interfaces needed to communicate via the transaction processing system. It is well known that drivers or programs are inherently used and needed for each type of transaction. (see column 8,

lines 17-33, column 6, lines 9-32). Therefore, Dilip et al meets the scope of the claimed limitations.

Argument B: Dilip et al fail to teach a web browser-based media-independent user interface comprising a first user interface object configured to provide a notification of the event received from the communication channel.

In response, the Examiner respectfully disagrees. Dilip et al teach an agent uses a computer system to receive a transaction of any type as soon as they are available and as soon as the agent is able to receive a transaction (see column 2, lines 24-31, column 5, lines 3-34).

Claim Rejections – 35 USC § 112

2. The following is a quotation of the first paragraph of 35 U.S.C. 112:

The specification shall contain a written description of the invention, and of the manner and process of making and using it, in such full, clear, concise, and exact terms as to enable any person skilled in the art to which it pertains, or with which it is most nearly connected, to make and use the same and shall set forth the best mode contemplated by the inventor of carrying out his invention.

3. Claims 2, 5-21, 24-34, and 37-60 are rejected under 35 U.S.C. 112, first paragraph, as failing to comply with the written description requirement. The claim(s) contains subject matter, which was not described in the specification in such a way as to reasonably convey to one skilled in the relevant art that the inventor(s), at the time the application was filed, had possession of the claimed invention.

Claims 2, 5-21, 24-34, and 37-60 include newly added limitations “*a media-independent manner*”, “*media specific communication channel*”, and “*wherein the channel driver is configured*” which appear to lack proper support in the Applicant’s specification.

Claims 15-21, 24-34, 37-53, and 57-60 include newly added limitations “ *first interface* ” and/or “ *second interface* ” which appear to lack proper support in the Applicant’ s specification.

4. The following is a quotation of the second paragraph of 35 U.S.C. 112:

The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter, which the applicant regards as his invention.

5. Claims 2, 5-21, 24-34, and 37-60 are rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention.

Newly added limitation “ *wherein said channel driver is configured according to an interface that facilitates communication between the communication server and the channel driver in said media-independent manner* ” is vague and indefinite. It is not clear how the channel *driver is configured* and also how communication can occur between the server and the *driver*. Drivers are merely programs. Clarification is respectfully requested.

Claim Rejections - 35 USC § 102

6. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

7. Claims 2, 5-21, 24-34, and 37-60 are rejected under 35 U.S.C. 102(e) as being anticipated by Dilip et al (U.S. Patent No. 6,704,409).

8. Claims rejected under 35 U.S.C. 103(a) as being unpatentable over Dilip et al (U.S. Patent No. 6,704,409).

9. As per claim 2, Dilip et al teach an apparatus for communicating using a communication channel comprising: a configurable communication server (Figure 2; transaction controller) configured to communicate, in a media-independent manner (column 6, lines 8-48, column 3, lines 25-28; the transaction controller handles multiple types of transactions) via a media specific communication channel (figure 2, transaction processing system can handle specific transaction such as telephone, email, etc, column 6, lines 10-28) using a corresponding channel driver associated with said communication channel, wherein the communication server is configured to communicate independently of a media type of the communication channel, and wherein said channel driver is configured according to an interface that facilitates communication between the communication server and the channel driver in said media-independent manner (column 8, lines 16-33; an interface controller that controls the transaction processing system's interface and other interfaces for handling the transactions) by virtue of being configured to access information regarding a type of communication that uses the communication channel (Fig 5 element 130 – 134, column 9, lines 23-54, column 8, lines 35-59; determine type of transaction and how to handle the transaction), determine a command to issue to the communication channel to cause an outgoing communication to be sent if the type of communication is outgoing (column 4, lines 5-54; transactions can be inbound or outbound); and determine an event response to perform in response to an event if the type of communication is incoming(column 3, lines 25-52, fig 4 element 104, 112; communicates incoming transaction to appropriate system) wherein the information is accessed from a memory storing data corresponding to a configuration of the

communication channel (column 8, lines 35–57; inference engine analyzes transaction to determine how and where to route the transaction) and

a web browser-based media-independent user interface comprising a first user interface object configured to provide a notification of the event received from the communication channel (column 2, lines 29–31, column 5, lines 6–21; agent can receive transactions of any type).

10. As per claim 5, Dilip et al teach an apparatus comprising:

a database comprising an event record, wherein the event record comprises the information regarding the event (column 6, lines 43–48, column 5, lines 35–44; database stores data regarding transactions handles in system).

11. As per claim 6, Dilip et al teach an apparatus wherein the configurable communication server is configured by performing one of adding the event record to the database, modifying the event record in the database, and deleting the event record from the database (column 6, lines 43–58, column 8, lines 61–67, column 5, lines 35–44).

12. As per claim 7, Dilip et al teach an apparatus comprising: at least one event handler and wherein the event record comprises a name of one event handler of the at least one event handler for handling the event and the configurable communication server uses the one event handler named in the event record for handling the event (Figure 2, column 3, lines 48–67, column 9, lines 23–67).

13. As per claim 8, Dilip et al teach an apparatus wherein the database further comprises an event response record associated with the event record; and the configurable communication server is further configured to determining the event response by accessing the event response record associated with the event record (column 5, lines 35–44, column 9, lines 23–67).

14. As per claim 9, Dilip et al teach an apparatus wherein the information regarding the event further comprises information regarding the event response; and the configurable communication

server is further configured to perform the event response (Figure 2, column 3, lines 48-67, column 9, lines 23-67).

15. As per claim 10, Dilip et al teach an apparatus wherein the configurable communication server is coupled to a channel driver such that the channel driver communicates with the communication channel (Figure 2; the use of drivers are well known in the art and are inherent when using multiple communication channels that each use different protocols. The use of drivers would free the operating system from the burden of having to understand and support the needs of individual channels).

16. As per claim 11, Dilip et al teach an apparatus wherein the configurable communication server is coupled to the channel driver such that the configurable communication server receives the event from the communication channel via the channel driver (Figure 2; the use of drivers are well known in the art and are inherent when using multiple communication channels that each use different protocols. The use of drivers would free the operating system from the burden of having to understand and support the needs of individual channels).

17. As per claim 12, Dilip et al teach an apparatus comprising: a user interface comprising a user interface object capable of providing a notification of the event received from the communication channel (Figure 1).

18. As per claim 13, Dilip et al teach an apparatus comprising: a user interface comprising a user interface object capable of being activated, wherein the configurable communication server is configured to send the outgoing communication to the communication channel when the user interface object is activated (Figure 1)

19. As per claim 14, Dilip et al teach an apparatus wherein: the configurable communication server is configured to send the outgoing communication by issuing the command to the communication channel (column 4, lines 4-54).

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20. As per claims 15-21, 24-34, and 37-53, these claims contain similar limitations as claims 2 and 5-14 above, therefore are rejected under the same rationale.

21. As per claim 54, Dilip et al the memory storing data corresponding to the configuration of the communication channel is a database (column 6, lines 39-48, column 8, lines 16-25).

22. As per claim 55, Dilip et al teach wherein the database comprises one or more of: information regarding a channel driver associated with the communication channel; a media type associated with the communication channel, a media string used by the configuration server at run time to invoke a media service for the channel driver; one or more channel parameters (column 9, lines 63-67), and a default value for each of the one or more channel driver parameters.

23. As per claims 56-60, Dilip et al teach wherein said media-specific communication channel relates to *one of the* following media types: telephone; e-mail; fax; web collaboration; the Interact call-me-now; the Internet call-me-later; web chat; wireless access protocol; paging; and a short messaging service (column 6, lines 22-29).

Conclusion

THIS ACTION IS MADE FINAL. Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event,

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however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Ramsey Refai whose telephone number is (571) 272-3975. The examiner can normally be reached on M-F 8:30 - 5:00 p.m..

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ryan Zeender can be reached on (571) 272-6790. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

Ramsey Refai
Examiner
Art Unit 3627
November 1, 2007
/RR/

Michael Cuff 11/9/07
**MICHAEL CUFF
PRIMARY EXAMINER**